

Connections

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January 2015, edition 2



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Welcome



Welcome to the January 2015 issue of our magazine for Trust members and staff. As we reach the end of one year and the beginning of the next, it's natural to look back at our achievements and to look ahead to our priorities for the coming months.

In terms of our achievements in 2014, I hope you'll be as impressed as I was by the quality of the work showcased at the Delivering Excellence Awards, our annual employee awards (page 10). These awards shine a light on the efforts of staff and volunteers which might otherwise go unnoticed.

Elsewhere in the Trust, it's very satisfying that patients have rated us so highly in the national community mental health survey, published by the Care Quality Commission, and that we've received praise for the safety and security of our services and our hospital food (page 5). I'm also very proud that we've been judged one of the top 100 places to work in the NHS (page 5).

Looking ahead to 2015, foremost in our minds will be our transformation to a neighbourhood-based model of delivering mental health and learning disabilities services (page 12). We believe the new approach will mean we can better meet people's needs, and link in

more effectively with other parts of the NHS and the local community.

We are also excited about the upcoming launch of the recovery and resilience hub at the Radbourne Unit, next to the Royal Derby Hospital (page 13), creating a space where people in Derby and South Derbyshire can get support for rebuilding their lives after experiencing acute mental distress.

I'm thrilled that we will have an excellent group of newly elected governors going with us on this journey (page 6), as well as two new

Non-Executive Directors: Jim Dixon and Phil Harris.

As always, we value your feedback – on the magazine, and on the Trust. Our contact details are below.

Steve Trenchard, Chief Executive (CEO)

“We've been judged one of the top 100 places to work in the NHS”



Engage with us by email and text

Email is the best and most cost-effective way for us to communicate with our public members. We send monthly *Members News* bulletins by email with our latest and most up-to-date information. We are also hoping to start sending short messages and event reminders by text. Please let us know if we can contact you in either of these ways. Email membership@derbyshcft.nhs.uk or call us on **01332 623723**.

A 'flourishing' annual meeting

More than 100 people attended the 2014 Annual Members' Meeting (AMM) to discuss 'recovery and flourishing families'.

Trust members, staff and members of the public gathered at Derby Conference Centre to learn how we are supporting people to manage their health conditions and go on to build meaningful and satisfying lives.

A number of people using our services told their stories – some in person, some on film – and showed how recovery is deeply personal to the individual. There were also presentations from our Chief Executive and our directors, and from former Olympian Roger Black MBE, who shared his thoughts on recovery and his experiences of building a meaningful life after athletics. Roger also spoke about his own insight into dementia care and commended both speakers and staff for their power to inspire others with similar experiences and conditions.

Meanwhile teams from across the Trust, including our Street Triage team, Early Interventions Service and our children's services, hosted stalls to showcase some of the recovery initiatives they've been working on over the past year.

Learn more...

On the homepage of our website, www.derbyshirehealthcareft.nhs.uk, you can find links to...

- The Trust's Annual Report 2013/14
- A 'recovery and flourishing families' film
- Our new film, 'What is the patient experience?'
- A booklet of personal recovery stories (shown right), written by people who use our services.

For a hard copy of the annual report or recovery stories booklet, please call us on **01332 623723**.

“Wow! What a meeting. The message I got was of senior management, front line staff and service users working together to make the services work well for the people of Derbyshire”

- Public governor



Olympic silver medallist Roger Black (left) joined more than 100 people at our AMM

“The service users' personal stories really brought home the essence of the Trust.”
- Trust member



Our first ever collection of service user recovery stories was launched at the AMM



Save the date for our 2015 AMM

We are already planning our 2015 Annual Members Meeting, which will take place on **Thursday 24 September**.

If you have any ideas for our next AMM, please email membership@derbyshcft.nhs.uk or call **01332 623723**.

Snapshot...

Shoots of recovery, scores of creativity:

The men at the Kedleston Unit in Derby have been getting creative with sport in their art therapy groups recently. They marked the 2014 FIFA World Cup by decorating the unit with different national flags, creating a giant-size Subbuteo canvas, reproducing famous World Cup posters of the past, and developing a Brazil 2014 garden.



Healthy media attention:

The efforts of our teams in Bolsover and Chesterfield to promote physical wellbeing amongst people with mental health problems have received national recognition, in the form of a feature in *The Guardian*. The newspaper profiled the work of occupational therapists in the Bolsover/Clay Cross Adult Recovery team (bottom right), who have inspired people to set up their own outdoor activity self-help group; community psychiatric nurses at St Mary's Gate in Chesterfield, whose one-stop clozapine clinic for people with schizophrenia focuses on physical health as well as medication; and the Occupational Therapy team at the Hartington Unit (top right), who use British Heart Foundation training materials – developed with our input – to encourage healthy living amongst their patients.

Best for babies:

Our health visitors are encouraging parents with young children to visit them at a new monthly weaning workshop to learn more about introducing their babies to solid foods. The free drop-in workshops, which are open to people living in Derby, are being held from 2pm to 3pm on the third Tuesday of every month at Springwood Leisure Centre in Oakwood. Information is provided in an informal and interactive way.



International inspiration:

Mental health leaders from Canada, Australia and Ireland praised our 'fantastic' care on a day-long visit to the Trust's Kingsway Site in Derby as part of an exchange organised through the International Initiative for Mental Health Leadership (IIMHL). They spent the day learning about the Trust's approaches to recovery and compassionate-focused therapy, and the attempts of staff to live the Trust values and incorporate them into our recruitment process. One of the delegates called the day "amazing". Another described a tour of Melbourne House, our low secure unit for vulnerable women, as "fantastic". The Melbourne House tour was led by the unit's staff and patients.



Perinatal performance:

Staff and patients at The Beeches, our specialist mother and baby mental health unit in Derby, are celebrating after the unit was recognised for the care it offers. The Royal College of Psychiatrists (RCP) awarded the unit a quality 'kitemark' for a second successive time following a visit from external healthcare professionals and 'expert patients' who are part of the RCP's quality network for perinatal mental health.

Top talks:

Our Centre for Research & Development has played host to some major national conferences in recent months, all involving our clinical staff. A dementia conference was attended by Alistair Burns, National Clinical Director for Dementia; a nursing conference was attended by Professor Len Bowers (pictured second from left) of King's College London, who leads on the 'Safewards' initiative; while a Child and Adolescent Mental Health Services (CAMHS) conference benefited from the input of Kathryn Pugh, NHS England's programme lead for the Children and Young People's Improving Access to Psychological Therapies (CYP IAPT) programme.



News

Trust is a 'top 100' workplace

Derbyshire Healthcare is one of the top 100 places to work in the NHS, according to the Health Service Journal (HSJ) and NHS Employers. The Trust was recognised for its high levels of staff engagement, with 92% of staff believing their role makes a difference to patients, and for its job-relevant training. In staff surveys, the vast majority of employees said they would be happy for their friends or relatives to receive care from the Trust.

Two Trust hospitals best in UK for food quality

Patients receiving care at the Radbourne Unit and on the Kingsway Site in Derby are also receiving the best hospital food in the country, according to NHS England's patient-led assessment of the care environment (PLACE). Patients awarded top scores of 100% to both sites for the quality of food being served. In the same survey, our hospitals were also rated as some of the cleanest in the country.

Services are safe and secure

We have received a green rating for the safety and security of our services following an inspection by NHS Protect, which leads on work to identify and tackle crime across the health service. The assessment found we had clear policies in place to prevent and address violence, security breaches, theft and criminal damage.

Positive patient feedback through CQC survey

Our service users have given positive feedback about their experiences through the national community mental health survey, published by the Care Quality Commission (CQC). The survey asked people for feedback on areas such as how their care was organised, planned and reviewed. The Trust scored particularly highly in supporting individuals to build a life beyond illness, which is key to recovery.



Rob Quick, Michael Walsh, Ruth Cringle and Martin Smith

Meet your new governors

Following elections held in October and November, we have welcomed six new governors to our Council of Governors. Here, they tell us why they stood to represent Trust members in their area.



Sharon Bull, public governor – Chesterfield South

After years suffering from depression and a shopping addiction which led to me losing everything, I am now helping others to transform their lives.

Being a motivational speaker allows me to share my story and I realise just how many people can see how it connects with their own lives. All the difficult experiences I have been through have led me to this moment – and it would never have been possible if it hadn't been for those experiences. With this in mind and my full recovery, I believe I have the understanding required to achieve the right results as a public governor for Chesterfield South.



Ruth Cringle, public governor – Surrounding Areas

I am a mother of two. I have spent 18 years working in admin, eight of which were spent at Toyota Motor Manufacturing (UK) Ltd. I have just set up my own business as a Virtual Assistant.

I bring a lived experience of mental health services and hope to demonstrate first-hand how people can recover and re-establish their lives, following a period of mental illness. I aim to represent members and service users within my constituency (which includes all counties that border with Derbyshire) using this experience and insight.

Upcoming elections!

Governor elections for Erewash South and Derby City East (one of two seats) will be running in spring 2015. Look out for information on how to nominate yourself if you are member of either constituency – or for more information call the Membership team on **01332 623723** or email membership@derbyshcft.nhs.uk.



Get to know your governor

Contacting your local governor is a key way to get involved in our work and ensure that we provide the best possible care and treatment. You can contact your local governor by emailing governors@derbyshcft.nhs.uk (please say where you live, so we can forward on your message to the appropriate governor) or calling the Membership team on **01332 623723**.



Rob Quick, public governor – North East Derbyshire

I have worked in and with the NHS all my life. I trained as a nurse in Merseyside in the 1970s and worked for health union COHSE (now UNISON) for 24 years. While in COHSE I wrote a report on trade union approaches to community care in mental health and learning disability services and published articles in the *Nursing Times*.

I then worked at Derby College and returned to the NHS in 2001. I am now working as a part-time advisor for the Hospital Consultants and Specialists Association. As Vice Chair of Dronfield Henry Fanshawe School I am particularly interested in mental health services for young people.



April Saunders, staff governor – allied and nursing professionals

I hope this role will enable me to have a greater understanding and awareness of the operational, financial and developmental side of the NHS. I'd like to increase governor awareness of the clinical aspect of the Trust and be a part of helping to create a smooth transition over to the neighbourhood model of delivering services. I am unafraid to challenge and enjoy new challenges, new ways of working and thinking outside the box.

I would like to be contacted by staff wishing to assist in creating a productive way forward which will ultimately help the Trust.



Martin Smith, public governor – Erewash North

As the public governor for Erewash North, I am very much looking forward to the challenge ahead of me; I am passionate about working within mental health.

I currently work in a residential care home supporting people with mental health and drug and alcohol rehabilitation. I wanted to undertake this role so I could make a difference, to know something I have been a part of may have helped to change someone's life.



Michael Walsh, public governor – Derby City West

I see my position as being the eyes, ears and voice of mental health service users and my constituents. After 20 years of being a service user myself, I have been privileged to be a service user representative. I was chair of the Derby Patients Council (now Mental Health Action Group), when it carried out a successful three-year campaign leading to changes in benefits for people in hospital.

If you have any questions, please don't hesitate to get in touch. I look forward to working with members within my constituency and representing their views.

A week in the life of...

a specialist speech and language therapist

The Adult Learning Disability Speech and Language Therapy team works with people aged 18 and over who have a communication need related to their learning disability. One of the therapists, Clare Hayward, gives us a snapshot of her week.

Monday

Today I'm working with Jayne, a 19 year-old college student who has a diagnosis of Autistic Spectrum Disorder and has been referred by a clinical psychologist. Jayne has been finding it difficult to maintain friendships, which is naturally affecting her emotional wellbeing. First I assess her understanding of what people say to her, using a range of tools; for instance, I'll ask her to look at a series of pictures, then I'll say a sentence and ask her to point to the picture I'm talking about.

Next I try to establish Jayne's understanding of how other people think, feel and react. I describe a situation – a real-life situation, something she can relate to – and ask her how she feels in that situation, and how she thinks other people might feel. We also look at a picture and talk around it, discussing what the people in the picture might be thinking. I will use this work to suggest strategies that will help Jayne and the people who support her to develop her social skills.

Tuesday

I'm attending a multi-professional meeting today to discuss the needs of Muhammad, a young Derby man who uses our services. Before the meeting I sit with Muhammad and talk through some of the options that will be discussed. I use a variety of tools to help him understand the complex issues surrounding placements – which is where people receive the care and support they need in a different setting to their family home or their supported accommodation. This discussion is crucial because it means Muhammad's opinions are represented in the meeting.

At the meeting I share information with professionals representing social care, psychiatry, occupational therapy, physiotherapy and nursing. An action plan will be created that meets Muhammad's health and social needs.

I also make a referral to the special hearing clinic for Muhammad. This is very important because 50% of people with a learning disability also have a hearing impairment, which often goes undiagnosed.

Wednesday

I'm going to a nursing home today to assess Patricia, a 63 year-old lady who has been referred for an eating and drinking (dysphagia) assessment. Patricia has recently had a number of chest infections and is coughing quite frequently whilst eating.

I'm going to join her while she eats her lunch. I want to see her in her typical eating environment to assess the position she sits in, the consistency of the food she's eating and the fluids she takes. This part of my job is incredibly important because if people have an eating and drinking difficulty, there's a higher risk of aspiration and life-threatening conditions.

Thursday

I'm training a group of staff today, all of whom support Debbie, a client. The training is co-run by myself and a community learning disability nurse. The aim is to help the staff find ways to create the best possible environment for communicating with Debbie – one that is highly specific to Debbie and best meets her needs.

During the training, I ask the staff to discuss what's working, and what's not, when they communicate with Debbie. We hone in on strategies that will help us engage Debbie in positive communication. I've already identified some strategies beforehand, so I'm pleased their ideas match mine!

Friday

Today I'm going to see John, a 40 year old man who has a degenerative condition. He prefers to communicate by speaking, but the intelligibility of what he says has recently deteriorated. This is causing him a lot of frustration. I'm assessing his use of an iPad app that he accesses by touching the screen to activate a speech output, which is either a single word or a sentence.

The app is complicated, so today's assessment is to determine whether John can navigate the system successfully and whether any adaptations are needed. I love this part of my work as it is incredibly rewarding to enable people to join in conversations that are important to them – for John, that includes talking about football!

“ It is incredibly rewarding to enable people to join in conversations that are important to them ”



When working with people with learning disabilities, Clare Hayward (left) uses pictures to assess their understanding of how other people think, feel and react



Delivering Excellence Awards 2014

Prized performance

Our 2014 Delivering Excellence Awards celebrated staff and volunteers who regularly perform to an exceptional level.

In front of an audience of 250, including Olympic legend Steve Backley OBE, individuals and teams from across the Trust were presented with trophies and certificates for 'delivering excellence' over the past year. Platinum awards were given to the 35 teams who had most impressed directors, governors and commissioners through our quality visit inspection process during the year. Ten award-winning teams and individuals, chosen by a judging panel that included a carer and a service user, were then announced on the night. And those award winners were...

Unsung hero award

Nominated by service users, carers and Trust members

Winner: Lynn Dunham (pictured front cover)
Core Care Standards Coordinator

Lynn was nominated by a local carers' forum for going "out of her way to support our forum and carers. If Lynn cannot answer our questions she will go away, find out who can and come back to us. [She is] always kind, polite and professional."

Chief Executive's award

For an individual or team going the extra mile

Winner: CAMHS Derby City team

The Child and Adolescent Mental Health Services (CAMHS) team for Derby city work closely with other support services, demonstrating great commitment to the wellbeing and welfare of the children and young people they care for – often in the face of complex social circumstances. The team's consultant nurse, Laurence Baldwin, has been chosen to sit on the government's national child mental health taskforce.

Chairman's award

For a dedicated volunteer

Winner: Walter McKechnie

Walter has used his expertise and lived experience to deliver sessions on recovery on the preceptorship programme (for newly qualified nurses) and to launch our first ever recovery education programme in North East Derbyshire.

Innovation award

Winner: Andrew Holbrook
Nursing Assistant, Audrey House

Andrew has enabled people recovering from acute mental distress to use fishing as a therapeutic activity and also a community activity, by getting involved in the local angling club and helping maintain the local environment. Andrew is now working with our Trust's Innovation Network and the national Angling Trust to create a training package to support licensed angling coaches.



Inspirational leader award

Winner: Dr Edward Komocki
Consultant Psychiatrist, Erewash Older Adult Mental Health Team

Dr Komocki mentors community nurses and junior doctors, and trains medical students and work experience students. He holds monthly public dementia Q&A sessions, and dementia lectures at local nursing homes and GP surgeries.

'Love our Learners' award

sponsored by Health Education East Midlands

Winner: Sarah Graham
Lead Nurse, Disabled Children's Nursing Team

Sarah has used her MSc in Integrative Psychotherapy and her 'Sleep Practitioner' training to up-skill other team members and to launch 'Good Nights' sleep clinics at Mackworth Children's Centre, to help children with learning disabilities to get a good night's sleep.

Patient safety award (team award)

Winner: School Nursing Service

Our school nurses have introduced a number of school programmes which have received fantastic support and feedback from the children involved and the schools in Derby city. They are able to demonstrate strong evidence of improving the way children are cared for within the school and family environment.

Patient experience award (team award)

Winner: Occupational Therapy and Recreation, Hartington Unit

This small team has built up strong links with the local community in Chesterfield, such as the local library, and has made changes to the environment at the Hartington Unit to create extra space for patients.



Celebrate staff who deliver excellence every day

If you experience great care or service from a Derbyshire Healthcare employee or volunteer, you don't have to wait until the 2015 Delivering Excellence awards to congratulate them. You can tell us about them through our new staff recognition scheme, the DEED scheme – Delivering Excellence Every Day.

Go to www.derbyshirehealthcareft.nhs.uk/DEED and complete the short nomination form. The individual or team will be honoured in our weekly staff bulletin. They will also be in the running for a 'DEED colleague of the month' award.

Effectiveness award (team award)

Winner: Behaviour and Attention Deficit Hyperactivity Disorder (ADHD) Nurse Service, Children's Services

This specialist team was chosen for developing a 123 Magic Parent programme that increased the uptake of services, and for increasing the frequency of care delivery and offering additional telephone support to families.

Team of the year award

Winner: Memory Clinic and Chesterfield, North East Derbyshire and High Peak Older People's Community Mental Health teams

These older people's community mental health teams impressed the quality visit team with their knowledge, experience, compassion and team spirit. They have developed a nursing home project, educating care staff in how to support people with dementia.

CONGRATULATIONS TO...

Memory Clinic and Chesterfield
North East Derbyshire and High
Peak Older People's Community

Our "outstanding" team of the year with Steve Backley (left)





Change for the better

An update on our efforts to develop and improve our services.

As reported in the last issue of *Connections*, the Trust has embarked on a large-scale transformation programme.

Following feedback from hundreds of people, at numerous consultation events, our ambition between now and 2019 is to wrap our services more closely around the needs of patients and their communities.

We aim to support patients' transitions between services, based on their individual needs. In response to the feedback we have received from our patients, we will increase the level of support we offer within local communities to support people to remain living in their home environment. We will review our use of hospital beds to achieve this, whilst ensuring ease of access into inpatient care, when this level of care is needed.

We will achieve this vision by delivering as many of our services as possible through a neighbourhood

based approach. By November 2015, there will be neighbourhood teams working across the county and the city, working closely with GPs and voluntary and community groups to provide mental health services and, where we provide them, learning disabilities services. We have spent much of 2014 designing each of the different neighbourhood teams, based on the make-up of the local community and their needs, through a series of development days involving a wide range of stakeholders.

While our aim is to provide services as close to people's homes as possible, there will of course be times when patients need to come to one of our hospital (inpatient) sites. We must develop these inpatient services, which we are calling campus services, in line with our neighbourhood working and the emerging demands being placed upon them.

Look out for an update in the next issue.

Embracing recovery within acute care

As part of our transformation programme, we are working with our partners to focus on recovery and wellbeing – on helping people who use our services to rebuild, or recover, their lives beyond an experience of poor mental health. This focus on recovery includes the development of a recovery and resilience hub for Derby and South Derbyshire residents experiencing acute mental distress, located within the Radbourne Unit on the Royal Derby Hospital site.

The model for the recovery and resilience hub has been developed using feedback from former service users. It brings together under one roof an inpatient ward, a day hospital (providing an alternative to hospital admission) and our Crisis Resolution Home Treatment (CRHT) service, which supports people at home to prevent a hospital admission or re-admission.

An informal consultation took place this autumn, to allow staff, patients, carers and local agencies to share their views and shape the proposed model. A summary report, which provides responses to the questions, comments and suggestions received during the consultation, is now available on our website, www.derbyshirehealthcareft.nhs.uk – you'll find it on the homepage as one of the rotating 'slideshow' news items.

Thanks to everyone who took part in the informal consultation.



Membership cards and discounts

We recently sent new membership cards to all our Trust members. Since doing so we have been asked to provide more information on the discounts your membership entitles you to.

The discounts offered by Health Service Discounts are available online, by visiting the website www.healthservicediscounts.com. New offers and promotions are always being added, which can make it difficult to provide an up-to-date list in print. Some of the discounts available include money off holidays, insurance and a range of high-street shops and restaurants.

If you do not have internet access at home, please ask at your local library, where you can often use the internet free of charge.



Did Christmas dinner make you feel anxious?

Festive songs tell us that Christmas is 'the most wonderful time of the year'. For many, though, Christmas can be very difficult, with financial pressures, family tensions, alcohol, loneliness and isolation. Food is also central to Christmas and this can be daunting for people suffering from eating disorders or who experience food-related anxieties.

Helen Crowson, Service Manager for Eating Disorders at the Trust, has supported patients to prepare coping strategies both before and after the festive season. Here she shares her top tips with *Connections* readers:

- **Be kind and compassionate to yourself.** Christmas can be a time of extremes; if you have enjoyed Christmas and eaten more than you usually would, do not respond by thinking you should restrict your intake. Eat as well as you can everyday to prevent unhelpful behaviours.
- If possible, **plate up your own meals** now Christmas is over. This will help you regain control, so you don't feel overwhelmed at the dinner table
- **Look for support.** It is important to talk to your family, friends and those who are close to you, to share your thoughts and feelings.



The Trust's eating disorder services have recently been extended and are now able to offer support to a greater number of local people who have eating-related anxieties or disorders. For more information, please visit www.derbyshirehealthcareft.nhs.uk or contact Helen on **01773 881467**.

To be referred into the service for further support, please contact your GP.

Listening and learning

Here are some of the ways we're involving local people, including people who use our services, in shaping healthcare in Derbyshire.

Volunteer patient scheme

"I grabbed the opportunity to be part of the Trust's volunteer patient scheme with both hands" – so says Beverley, a former service user who is now sharing her experiences of mental illness to support medical students with their studies.

Beverley is one of 30 volunteer patients taking part in our volunteer patient scheme, helping fourth-year medical students on placements from the University of Nottingham by educating them about mental health issues and breaking down stigmas.

The volunteers run sessions teaching the students about different kinds of mental illnesses. They also have one-to-one sessions where an individual student will practise assessing a volunteer and taking their case history, as if they are a doctor and patient. The 'patient' will then give the 'doctor' feedback on the way they were dealt with, and whether they felt at ease telling their story, to help the student identify areas for improvement. Each volunteer will sign up for as many or as few sessions as they like.

"The group is very therapeutic," says Beverley. "I see it as two-way support for myself and the student. I really enjoy helping the students to be more competent and

confident in asking the difficult questions that they will need to ask in their future career, such as 'are you taking drugs?' There have been some spells in my life where I have been unemployed. This gives me a purpose and makes me feel like I'm contributing to society."

Carers also take part in the scheme, to test how the students involve the carers in the assessment process. One such carer is Dave, who supports his wife Heather, who has a diagnosis of dementia. Dave says: "Because of Heather's illness, she does not always get the details that the doctor is asking for correct. I am there to confirm the facts. I attend the one-to-one sessions because we are massive believers that carers must be engaged in the care process at all times. When carers are involved I notice that the discussion becomes more productive."

The feedback from students is that the sessions are some of the most useful days on their placement. Says Beverley: "Sometimes it can be hard to speak about my experiences but the students always respect me and make me feel comfortable. Usually they can't thank me enough!"

"I really enjoy helping the students to be more confident in asking difficult questions"



If you use, or have used, our services and want to find out more about becoming a patient volunteer, please contact Alexa Sidwell on **01332 623932** or email alexa.sidwell@derbyshcft.nhs.uk.



Community engagement

As one of only 21 NHS Trusts selected to be an equality and diversity partner by NHS Employers, we are working hard to make sure our services meet the needs of all our communities.

The Trust receives continuous feedback from community representatives of all backgrounds who sit on our 4Es (equality, engagement, experience and enablement) stakeholder committee. Over the past year, we've also held listening events to learn more about the health needs of members of the Indian, West Indian, Asian and Muslim communities. We're continuing to work with the Deaf community, having signed up to the British Sign Language (BSL) Charter, and have held mental health 'first aid' training so that Deaf people can spot the signs and symptoms of mental illness and know where to turn for help. We've also provided this training in Punjabi too for community leaders from the Indian community (pictured).

Recently, NHS Employers invited us to London to explain how to make hospital visits more welcoming for someone with learning disabilities (LD). Our learning disabilities liaison nurse and a local person who uses the Trust's LD services spoke about a series of videos they have produced on what to do and where to go when visiting the Royal Derby Hospital.

CAMHS young people's group

Attached to our Child and Adolescent Mental Health Services (CAMHS) in Derby city is a young people's group that is making waves for its unique approach. It was featured recently on the 'My APT' website (a play on IAPT – improving access to psychological therapies) and praised for its efforts in:

- Making clinic waiting areas more welcoming
- Meeting with commissioners to talk about service commissioning strategy
- Reviewing young people's service feedback
- Staff recruitment – a young people's panel helps provide candidate questions (based on our core care standards).

Council of Governors

Every three months, Trust governors meet the executive team to discuss issues and give feedback from their constituents. These meetings are open to the public – if you would like to attend and have any special requirements, please contact the membership team on **01332 623723** or email membership@derbyshcft.nhs.uk.

2015 meeting dates

- **Tuesday 10 March 2015, 1pm - 4pm**
- **Tuesday 16 June 2015, 1pm - 4pm**
- **Tuesday 8 September 2015, 1pm - 4pm**
- **Tuesday 8 December 2015, 1pm - 4pm**

All meetings are held in Conference Rooms A and B at the Centre for Research & Development, Kingsway Site, Derby DE22 3LZ.



Calling all members!

We are looking for enthusiastic Trust members who have a passion for their local community to work with us as Membership Champions.

As a voluntary Membership Champion you will help us to recruit new members and engage with existing ones, closely linked with the community in which you live.

You may have an interest in mental health, learning disabilities or children's health. Or you may want to learn more about the Trust and how it serves the local population.

You will work closely with members of the Communications and Involvement team and with Trust governors, and be invited to attend membership planning meetings.

We would like our Membership Champions to help us discover what our members really want out of their Trust membership and assist us in providing it.

For more information or to express an interest, please contact the Membership team on **01332 623723** or email membership@derbyshcft.nhs.uk.

- ✓ Training and full support available
- ✓ Voluntary role but travel expenses will be reimbursed
- ✓ No set hours – as much or as little time as you wish to give
- ✓ Currently limited spaces available
- ✓ Open to all members throughout the county.

“ Since becoming a Membership Champion I have attended many events and learnt so much about the units and other services under the Derbyshire Healthcare umbrella. I seem to be able to connect with people easily and enjoy promoting all the good work the Trust does.

Anyone who has a little spare time and would like to contribute to helping recruit members should consider putting themselves forward to become a Membership Champion – I will always be willing to talk you through things. I hope you get as much out of the experience as I do. ”

Christine Williamson, Membership Champion

If you would like this information in a different language or format please contact communications@derbyshcft.nhs.uk

إذا كنت تريد هذه المعلومات بلغة أو تنسيق مختلف برجاء الاتصال بـ communications@derbyshcft.nhs.uk

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Si vous souhaitez recevoir ces informations dans une autre langue ou un autre format, veuillez contacter communications@derbyshcft.nhs.uk

अगर आप यह जानकारी अलग भाषा या स्वरूप में चाहते हैं तो कृपया संपर्क करें communications@derbyshcft.nhs.uk

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